

Subject: Clarification Request on Return Policy

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I recently purchased [Product Name] from your store on [Purchase Date], and I would like to address a misunderstanding regarding your return policy.

According to the information available at the time of my purchase, I believed that the return period was [state your understanding], but I have since been informed that it might actually be [state the policy as you understand it now]. This has caused some confusion for me, especially regarding my eligibility for a return.

I kindly request clarification on your return policy, specifically regarding [mention any specific points of confusion such as time frame, condition of the item, etc.]. I value your assistance in resolving this matter and ensuring I follow the appropriate process.

Thank you for your attention to this issue. I look forward to your prompt response.

Best regards,
[Your Name]
[Your Contact Information]